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AUTHOR Mills, Gladys H.; Tupper, Pat
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ABSTRACT

A pilot survey was conducted to determine if a network of existing libraries serving state education agencies would be of value in promoting general exchanges of information on educational programs and on state and federal education legislation. A 47-item questionnaire was sent to directors of legislative reference services and state libraries and commissioners of education in seven states. Results were collected by telephone. Because the responses were inconclusive with respect to the survey goal, a further study was recommended to discover how much coordination is needed and what the states are willing to do to promote a network. The questionnaire and a list of respondents are appended. (PF)

ED 096989

NETWORKING: WILL IT WORK FOR STATE EDUCATION LIBRARIES?

by

Gladys H. Mills
Coordinator, Resource Center
Education Commission of the States

and

Pat Tupper
Librarian, Department Library
Minnesota Department of Education

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IR001 170

TABLE OF CONTENTS

Forward i

Introduction 1

Methodology 2
- Questionnaire Preparation
- State Selection
- Choice of Respondents
- Survey Technique

Survey Findings 4
- Structure
- Degree of Automation
- Information Services
- Networking

Evaluation of Study, Conclusions and Recommendations 8
- Technique and Questionnaire

Appendix I 10
- A Questionnaire on Library Services

Appendix II 17
- Bibliography

Appendix III 19
- List of REspondents

Appendix IV 20
- Resolution

NETWORKING: WILL IT WORK FOR STATE EDUCATION LIBRARIES?

Foreword

This paper was presented at both the Special Libraries Association annual meeting in Toronto, Ontario (Canada), on June 11, 1974, and the National Legislative Reference Librarians' meeting in Albuquerque, New Mexico, on August 15, 1974. The National Legislative Conference and the National Society for State Legislators merged at that meeting and the group has been renamed the National Conference of State Legislators.

Dr. Russell B. Vlaanderen, Director of Research and Information Services of the Education Commission of the States, served as a consultant to us and, while we knew that this was not designed as a research study, we felt the survey served its purpose as an information gathering tool.

Although at this time no organization that we know of has sought funds for further study along the lines of our recommendations in the final section of the paper, there are two actions which have resulted in part from our study:

1. One state included in the survey has taken steps to improve the working relationships of several of its library service agencies.
2. Another state introduced at the annual meeting of the Education Commission of the States a resolution which is in the appendix.

--September 11, 1974.

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Introduction

The endlessly accelerating demand for fast accurate information to be used in designing educational legislation or programs has created greater and greater strains on libraries. In recognition of this situation, we began to look for alternatives or better ways to provide our services. After several discussions, we decided to explore the following hypothesis:

> THAT, A network of existing libraries now serving state education agency personnel would be of value in promoting general exchanges of information on educational programs and in promoting exchanges of information on state and federal legislation pertaining to education.

In order to confirm or deny this hypothesis we decided to conduct a pilot study of several state governments to determine what libraries already exist with responsibility for services to state education agency personnel and legislators. In each library we

attempted to identify the internal structure, holdings, staffing, degree of access to and the availability of computer facilities, types of and similarities of services provided, specific information needs in the area of legislation on education and whether a need for a network of libraries serving state education agencies was perceived. This is the report of that study and is divided into five sections, namely: introduction, methodology, survey findings, evaluation of study and recommendations, and appendix.

Methodology

Questionnaire preparation:

A questionnaire was prepared to survey a sampling of states. The questions on the survey form resulted from the scanning of various library questionnaires already in use, a computer search of Educational Resources Information Center (ERIC) files, a review of relevant documents and discussions with other librarians. Since we were unable to locate an existing instrument which would allow us to survey both legislative reference services and libraries, we developed 47 questions which we felt appropriate.

Because the questions had not been validated, it was obvious that the survey had two basic goals. First, to test the questions specifically to determine if they were properly constructed to elicit the desired information. Second, to gather the information from the states involved in the sample.

State Selection:

The nature of the survey made it desirable and possible to select states in which one of us had a personal contact. This guaranteed a high degree of cooperation and some candid observations. Although all personnel in the states surveyed expressed a willingness to be identified, for the purposes of this report all states and respondents are anonymous.

Choice of Respondents:

To determine the individual respondent in each state we contacted (1) the office of the commissioner of education or its equivalent, (2) the director of the state library and (3) the director of the legislative reference agency. In most cases the person contacted became the respondent; in a few cases that individual designated someone else.

Survey Technique:

Preliminary contact was made by telephone, the survey explained and cooperation requested. The questionnaire was then mailed, and a conference call arranged between ourselves and the respondent. The calls were held over a period of four days--a total of 17 calls from the seven states. Notes were taken during the conversation, and the conversations recorded. In addition, each respondent was requested to mail specific items including organization charts, budget, annual reports, statistical reports, brochure, statement on size and nature of holdings.

Survey Findings

Generally, findings are reported by state not by official position of respondents included in the survey. The variation in numbers of respondents and the fact that not all respondents answered all questions as well as contradictory statements made data tabulation difficult. The questionnaire was too comprehensive for full reporting in this paper. However, the salient points are covered in narrative form.

Since we are reporting only selected information pertaining to education, readers must keep in mind that this is not a total picture of any state library operation.

Structure:

Six of the seven directors of state libraries indicated that library services to state education agency personnel are their statutory responsibility. In actual practice, however, services are provided by the state library and other agencies within state government.

In five states the state library itself is physically separate from the state education agency. In one state a departmental library is operated and staffed by the state library and is located physically within the state education agency. A departmental library is operated by the state library but staffed by the state education agency in another state. Departmental

libraries exist independently in two states.

Supplementary services include statewide information systems in two states, and working collections housed within offices or units of the state education agency were identified in two other states. (1,2)[a]

Two states surveyed regard responsibility for library service to state legislators as being held by the legislative reference service. In a third state respondents divide it equally between two legislative service agencies. In two states this responsibility is carried by the state library through establishment of a legislative reference section in the library. In another state one of two respondents indicated services are provided by both the state library and the legislative reference service while the other respondent gives the responsibility to the legislative reference service only. In the seventh state, the three respondents have a difference of opinion with each of the agencies named being cited. (4)

Despite disagreement concerning direct responsibility for library services to state legislators and education staff, all respondents stated that more than one library or agency provides information on educational topics. Services and materials overlap to some extent and are perceived as being complementary in nature but not competitive or consisting of unnecessary duplication. (5,6)

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[a]Throughout this section of the paper the number(s) in parentheses at the end of a paragraph, or several paragraphs, refers to the number of the question which the preceding paragraph(s) answer.

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Degree of Automation:

All seven states have some automated information services. Six of the seven reported automation for senate and house legislation. Every state has, and all but three respondents were aware of, automation in the data processing center for state administration. One respondent suggested the question was unclear. (9)

Five of the seven states had a teletype immediately available to their libraries. Five states indicated that they have on-line terminals available to one of the libraries being surveyed, and two states indicated that they do not. Only one of the five does not anticipate adding an additional terminal. One of the two states with no on-line terminal anticipates its acquisition within five years. (10-14)

Information Services:

The need for information on educational legislation was stated unanimously. All persons reported needing information on legislation in other states, both from states in their own region and also nationwide. One respondent indicated a greater need for regional than for nationwide information. All respondents except two indicated they also need information on federal legislation. (25)

Personnel in all of the libraries indicated that their libraries attempt to provide information on federal and state legislation. When queried about how the information is actually obtained all

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indicated that there is no one source which provides all of the needed information. Acquiring the information is viewed as a continuous process of scanning newsletters, periodicals and publications of professional associations and organizations, such as, the Council of Chief State School Officers and the Council of State Governments. Personnel in five states specifically identified the publications of the Education Commission of the States as being very useful. In addition to printed sources, respondents indicated they contact congressional representatives, federal liaison officers and state education agency personnel. (26)

Networking:

Respondents were asked if they would see any value in a network of libraries serving state education agencies. Earlier in the survey, all respondents had indicated that all were cognizant of the benefits of library networking and all had at least limited experience as a network participant. All indicated that their libraries are already part of an existing network--either intrastate, interstate or both. Questions were raised by several respondents regarding the quality of the libraries serving state education agency personnel. One person questioned whether college and university education libraries aren't stronger than state libraries. Another suggested that a committee explore the question of networking. Several commented that networking would be very difficult since "every state is different." While all comments were generally favorable, networking is clearly seen as a very complex system requiring serious consideration of a

large number of factors. (19,34)

Evaluation of Study, Conclusions and Recommendations

Technique and Questionnaire:

The telephone conference contributed both to the high degree of response on the questionnaire and the enthusiasm with which people replied. Respondents appreciated the opportunity to clarify phraseology of the questionnaire. A problem was created by the poor technology of recording the telephone conversations.

The questionnaire with some modifications could be used to survey some or all of the remaining fifty states. The supporting materials received from the states is of substantial value in clarifying the library operations within the state and in raising additional questions which need further study.

Conclusion:

The evidence was inconclusive in supporting or denying the hypothesis.

Recommendations:

Since there is little coordination either intrastate or interstate of library services to legislators and state education personnel, it is recommended:

1. That answers be found to three questions: What effect does this limited coordination have on effectiveness of information services within state government? What resources would each state be willing to make available for coordination? To what

extent is each state willing to modify its structure to promote coordination?

2. That any further study involve an exploration of the relationship between the libraries surveyed and state central service agencies or whoever maintains the state data processing center.
3. That further study be made to clarify the discrepancies noted in the survey findings within a state.
4. That any further study be assumed by an agency with resources and personnel to address the problem on a national level with due consideration being given to the latest report of the National Commission on Library Information Science.

Due to the scope of the problem we feel it cannot be handled without a major commitment of staff and time. This is a pilot study, and it is recommended that further research on the question of networking for state education libraries should be undertaken.

GHM-PAT:g

2-26-74

APPENDIX I

EDUCATION COMMISSION OF THE STATES
and the
MINNESOTA DEPARTMENT OF EDUCATION

A Questionnaire on Library Services

(We realize that due to the tremendous variation in states all questions may not be applicable to your situation. However, where appropriate, please check the proper response(s) for each question. Use additional paper, if necessary, and we would appreciate any supplemental reports or material giving more details.)

Part I--STRUCTURE OF LIBRARY SERVICES

1. Within your state government, where does responsibility for library services to state education agency personnel lie?*

   a. ____ state education agency departmental library
   b. ____ state library agency
   c. ____ information retrieval system
   d. ____ other (please explain)_____
   _____
   _____

   What is the exact name of the organization or library?

   e. _____

2. If the state library agency provides service to the education agency, please indicate the structure used:

   a. ____ departmental library--operated and staffed by the state library agency and located physically within the state education agency
   b. ____ department of the state library agency which is located apart from the state education agency
   c. ____ other (please explain)_____
   _____
   _____

3. Within your state government, where does responsibility for library services to school district personnel lie?

   a. ____ state library agency
   b. ____ statewide information retrieval system
   c. ____ intermediate or other cooperative service units
   d. ____ other (please explain) _____
   _____
   _____

*Please mail an organizational chart, budget, and annual report.

A Questionnare on Library Services

4. Within your state government, where does responsibility for service to state legislators lie?

a. ____ independent legislative council
b. ____ legislative reference service
c. ____ state library agency
d. ____ other (please explain) _____
_____
_____

5. If your state provides service through more than one library or information service, who provides legislators with information on educational topics?

_____

6. To what extent do collections and services overlap?

_____
_____

7. Do you know who the ECS commissioners in your state are? ____

If yes, please name them _____
_____
_____
_____
_____
_____
_____

8. Do you give service to ECS commissioners?_____

9. What information services within your state government are automated?

a. ____ senate legislation
b. ____ house legislation
c. ____ educational information
d. ____ data processing centers for state administration
e. ____ other
f. ____ none

10. What terminals or computer facilities are available to your library operation?

a. ____ TWX
b. ____ on line terminal
c. ____ other
d. ____ none

A Questionnaire on Library Services

11. Who has primary use of the equipment listed in question 10?

a. ____ library
b. ____ central service
c. ____ other

If a library, which library?_____

12. If equipment is maintained by state central services, what percentage of time is allotted for library use?

_____

13. Is equipment and software you are using available for use by other state departmental libraries? Yes _____ No _____

If yes, which one(s)? _____
_____

14. Do you anticipate the addition of a computer terminal to your library?

Yes_____ No_____ If yes,

a. ____ within one year
b. ____ within two years
c. ____ within five years

Part II--SERVICES

15. Please indicate the services which your library provides.

a. ____ cataloging and classification
b. ____ circulation
c. ____ quick reference
d. ____ in-depth reference
e. ____ telephone reference
f. ____ routing new journals
g. ____ interlibrary loans
h. ____ acquisitions lists
i. ____ compilation of bibliographies on request (manually)
j. ____ reproduction or duplication of hard copy materials
k. ____ reproduction or duplication of microforms
l. ____ documents depository for state documents
m. ____ information for federal legislation
n. ____ information for state legislation
o. ____ other (please explain)_____
_____

16. Which of the services listed in question 15 are automated?

_____

A Questionnaire on Library Services

17. Which of the services listed in question 15 are provided for you by other libraries?

_____

_____

18. Which are cooperative services with another library?

_____

_____

19. Does your library participate in an existing network? Yes___ No___

If yes, which one(s)? _____

_____

20. Do you know about ERIC? Yes____ No____

21. Is any part of the ERIC system included in your library? (Specify).

a. ____ RIE journal
b. ____ CIJE journal
c. ____ ERIC microfiche (ED documents)
d. ____ ERIC microfiche (EJ articles)
e. ____ manual searches of ERIC
f. ____ computer searches of ERIC
g. ____ none

22. Where are the automated services in questions 9 and 16 located?

_____

By whom are they used? _____

What is the basis for expansion of such services, if projected?

_____

_____

Part III--USER GROUPS

23. In general, what type of users do you have?

a. ____ administrative management
b. ____ subject specialists
c. ____ legislators
d. ____ college and university students
e. ____ other (please specify) _____

_____

A Questionnaire on Library Services

24. In your opinion, what is the primary use of the information you provide?

a. ____ professional growth
b. ____ directly related to user job responsibility
c. ____ long range planning
d. ____ to design legislation
e. ____ justification
f. ____ other (please explain) _____

25. Do your users need information on educational legislation?

a. ____ in-state information only
b. ____ other states, regional
c. ____ other states, national
d. ____ federal
e. ____ none

26. How do you currently gather information on educational legislation?

_____

27. Under what kind of time constraints do your users operate?

a. ____ very tight (needed information yesterday)
b. ____ tight (really need information today)
c. ____ normal (need information within the week)
d. ____ unusual (need information within 30-90 days)
e. ____ other (explain) _____

Part IV--STAFFING

28. Professional staff is defined as those with MLS degree or equivalent experience and/or supervisory and administrative responsibility who work independently. Clerical staff is defined as support personnel.

What is your staff size? (Please insert appropriate numbers.)
a. ____ full-time professional positions
b. ____ part-time professional positions
c. ____ full-time clerical positions
d. ____ part-time clerical positions
e. ____ volunteer professional persons
f. ____ volunteer clerical persons

29. Is any clerical work for the benefit of the library performed in another unit, i.e., word processing centers, typing pools?

If yes, what are percentages of total work load accomplished by each?

A Questionnaire on Library Services

30. Does the library normally purchase part time professional help?

If yes, how much time or how frequently done?_____

What percentage of the budget? _____

Staff training:

31. Indicate years and type of experience of the person directly in charge of the library.

_____

_____

32. Does any of the staff have (indicate the number)

a. ____ automated data processing training or experience?

b. ____ automated information retrieval training or experience?

33. What positions on the staff are held by persons with

a. automated data processing training or experience?

_____

b. automated information retrieval training or experience?

_____

34. Are you cognizant of networks of library services?

If so, which ones, and to what extent do you use them? _____

_____

_____

_____

35. What is the greatest strength of your library operation? Why?

_____

_____

36. What is the weakest part of your library service? Why?

_____

_____

A Questionnaire on Library Services

Part V--SUMMARY

37. Is this material to be used only anonymously? Yes____ No ____

38. May we quote the state? Yes ____ No ____

39. May we cite the organization? Yes____ No ____

40. May we use your position title? Yes ____ No ____

41. Are you supplying the following separately as supplemental reports to this questionnaire?

a.	organizational chart?	Yes ____	No ____
b.	budget	Yes ____	No ____
c.	annual report	Yes ____	No ____
d.	statistical report	Yes ____	No ____
e.	brochure	Yes ____	No ____
f.	statement on size and nature of holdings	Yes ____	No ____

42. Is your operation primarily responsible for providing

a. ____ materials or
b. ____ information

43. Other comments:

Name of person responding _____

Title _____

Full name of agency _____

State _____

Date _____

GHN-PAT:g
1-17-74

APPENDIX II

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(Includes only those items which contributed directly to this project.)

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RESPONDENTS ON MILLS/TUPPER SURVEY

Mr. Herschel V. Anderson
Director, State Library
322 South Fort
Pierre, SD 57501

Mr. B. Gene Baker
Director, Legislative Library Services
Room 2, Holland Building
Tallahassee, FL 32304

Mr. Cecil Beach
State Librarian
Florida State Library
Supreme Court Building
Tallahassee, FL 32304

Mr. Shelley Boone
Deputy Commissioner of Education
Florida Department of Education
Tallahassee, FL 32304

Mrs. Ethel Crockett
Director
California State Library
Sacramento, CA 95809

Mr. Lyle Eberhart
Assistant Superintendent
Division for Library Services
126 Langdon Street
Madison, WI 53702

Dr. Jan Ebersdorfer
Acting Secretary
Department of Education & Cultural Affairs
State Capitol Building
Pierre, SD 57501

Dr. Claude Hass
State Department of Education
721 Capitol Mall
Sacramento, CA 95804

Mr. Lyle C. Kyle
Director, Legislative Council
State Capitol
Denver, CO 80203

Mr. Raymond C. Lindquist
Director, Legislative Reference Library
State Capitol
St. Paul, MN 55155

Mr. James D. Meeks
Director, Colorado State Library
1362 Lincoln Street
Denver, CO 80203

Miss Nancy Motomatsu
Department of Public Instruction
Old Capitol Building
Olympia, WA 98504

Mr. Michael P. Ortner
Director, Legislative Research Council
State Capitol
Pierre, SD 57501

Ms. Bonnie Reese
Executive Secretary
Joint Legislative Council
State Capitol
Madison, WI 53702

Ms. Mary Ann Reynolds
Director, Washington State Library
Olympia, WA 98501

Miss Patricia V. Robbins
Director of Reference and Library
Legislative Reference Bureau
State Capitol
Madison, WI 53702

Mr. Hannis Smith
Office of Public Library & Interlibrary Cooperation
805 Capitol Square Building
St. Paul, MN 55101

Mrs. Irene V. Stone
Head, Administrative Legislative Reference Service
California State Library
Sacramento, CA 95809

Mr. Roy Tally
Division for Planning Services
Department of Public Instruction
126 Langdon Street
Madison, WI 53702

Miss Pat Tupper
Librarian
Minnesota Department of Education
Capitol Square, 550 Cedar Street
St. Paul, MN 55101

ADDITIONAL PEOPLE RECEIVING MILLS/TUPPER SURVEY RESULTS

This letter, with attached enclosures, was sent to all respondents and to the following people, on September 11, 1974:

Mr. J. Arnold Bricker
Staff Director
Senate Research Center
State Capitol
Olympia, WA 98504

Mr. Timothy P. Burke
Research Director
House Office of Program Research
State Capitol
Olympia, WA 98504

} Mr. Bricker and Mr. Burke did not participate in the survey because of the legislative schedule, but their responses were covered by Mrs. Reynolds.

Mr. Steve Plumb
Director, Legislative Reference Library
State Capitol
St. Paul, MN 55155

Mr. Steve Plumb has replaced Ray Lindquist in the Minnesota Reference Library.

Mr. Richard Cheski
Deputy State Librarian and
Assistant Commissioner
Colorado State Library
1362 Lincoln Street
Denver, CO 80203

Mr. Richard Cheski has replaced James Meeks at the Colorado State Library.

Mr. Kurt Keeley
Acting Director
Colorado State Library
1362 Lincoln Street
Denver, Colorado 80203

Kurt Keeley responded along with Mr. Meeks of the Colorado State Library.

Networking

By: Minnesota Delegation

RESOLUTION IX

WHEREAS, The National Commission on Libraries and Information Science is preparing a national plan for the further development of library and information services; and

WHEREAS, The state library agencies in the several states are working on their several responsibilities toward making statewide systems of library service available; and

WHEREAS, The development of library and information services of all kinds are of the utmost importance to all education; therefore, be it

RESOLVED, By the Eighth Annual Meeting of the Education Commission of the States, held June 20-22, 1974, in Miami, Florida, that the Education Commission of the States goes on record, expressing its continuing concern for library development; and

RESOLVED, That the Education Commission of the States keep its members regularly informed of progress and problems in this regard.

Committee Disposition: Approved with Amendment

FINAL DISPOSITION: Adopted at the annual meeting of the Education Commission of the States, June 22, 1974.